

CAPPS HR/Payroll Service Requests (SRs) Report

Date of Report: 11/01/2021

Active SRs by Status and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance.)

Module Name	Status	Count of Module
CA Commitment Accounting		17
ELM		22
Employee Self Service (ESS)		6
HR Human Resources	Acceptance Testing-Statewide	1
	Assessment	16
	Assigned	152
	Awaiting Customer	7
	In Development	1
	In Work	27
	Pending Prod Approval	5
	System Test	3
HR Human Resources		212
Interfaces		8
Learn		3
Mgr Self Service (MSS)	Assessment	1
	Assigned	5
	Awaiting Customer	1
	In Work	1
Mgr Self Service (MSS)		8
MSS Manager Self-Service		1
None	Assigned	1
	Awaiting Customer	1
None		2
Not Applicable		6
PeopleTools		6
Performance Mgmt		25
POS Position Control		6
PY Payroll		171
Recruiting		25
Reports		56
Security		23
SPRS Payroll		1
TL Time and Labor		66
Grand Total		664

Active SRs by Status

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance.)

Status	Count of Module
Acceptance Testing-Agency	5
Acceptance Testing-Statewide	4
Assessment	34
Assigned	399
Awaiting Customer	51
Hold- Pending Oracle Fix	10
In Development	5
In Work	139
Pending Prod Approval	2
Rework	3
System Test	12
Grand Total	664

Active SRs by Priority and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance.)

Priority	Module Name	Count of Module
High	CA Commitment Accounting	3
	ELM	7
	HR Human Resources	13
	Interfaces	1
	PeopleTools	1
	Performance Mgmt	2
	POS Position Control	1
	PY Payroll	15
	Recruiting	3
	Reports	2
	Security	8
	TL Time and Labor	8
High		64
Medium		273
Low		327
Grand Total		664

Active SRs, Priority = High

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance.)

Status	Count of Status
Acceptance Testing-Agency	1
Acceptance Testing-Statewide	2
Assessment	1
Assigned	21
Awaiting Customer	4
In Development	1
In Work	28
Rework	3
System Test	3
Grand Total	64

All SRs by Status

(Includes Closed, Completed after 10/01/21.)

Status	Count of Status
Acceptance Testing-Agency	5
Acceptance Testing-Statewide	4
Assessment	34
Assigned	485
Awaiting Customer	51
Closed	27
Completed	715
Governance	7
Hold	9
Hold- Pending Oracle Fix	10
In Development	5
In Work	139
Pending Prod Approval	2
Rework	3
System Test	12
Grand Total	1508

HR/Payroll Trend Report – Service Requests

October 2020 – October 2021

Status	Oct. 2020	Nov.	Dec.	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct. 2021	Totals
OPENED	751	590	522	660	467	720	671	599	1046	723	785	874	737	9145
CLOSED	784	581	526	686	564	701	651	674	941	746	784	953	742	9333

